

# REENGINEERING THE DOD'S

# PERSONAL PROPERTY PROGRAM

CONTRACTOR'S WORKSHOP

24 MAY 1999

## MTMC PILOT STATUS

- ✓ North Carolina Started 11 Jan 99
- **✓ South Carolina Started 19 Jan 99**
- ✓ Florida Started 1 Feb 99
- √ 3328 Shipments Processed
  - → 2834 Domestic
  - → 484 International
- ✓ 28 Shipments Refused
- **✓ 1093 Shipments Delivered to Residence**
- ✓ 284 Surveys of which 239 (84.2%) Indicated Would Use Carrier Again

As of 18 May 99

#### CUSTOMER SURVEY STATS

- 284 Surveys of which 239 (86%) Indicated Would Use Carrier Again
  - \*Shipments Picked up at Agreed Date -- 280 Yes Respondents or 98.9%
  - **⋄Shipments Picked up at Agreed Time -- 277 Yes Respondents or 97.9**%
  - **⋄**Shipments Delivered at Agreed Date -- 267 Yes Respondents or 94.3%
  - **⋄Shipments Delivered at Agreed Time -- 262 Yes Respondents or 92.6**%
  - **❖Shipments with NO Loss or Damage -- 160 No Respondents or 56.3.**%
  - **⋄**Customer Would Use Company Again -- 239 Yes Respondents of 84.2%
  - **\*Overall Service at Origin** 
    - → No Answer -- 3 (1%)
    - → Poor -- 10 (3.5%)
    - → Good -- 9 (3.2%)
    - → Very Good -- 122 (43%)
    - → Excellent -- 140 (49.3%)
  - **\*Overall Service at Destination** 
    - → No Answer -- 5 (1.8%)
    - → Poor -- 11 (3.9%)
    - → Good -- 8 (2.8%)
    - → Very Good 117 (41.2%)
    - → Excellent 143 (50.3%)

#### CATAGORIES OF POOR PERFORMANCE COMMENTS

Overall Service - 5

Origin Service - 2

**Destination Service - 3** 

Packers - 8

**Damage Items - 15** 

**Damaged To Residence - 1** 

Missing items - 6

**Overall Attitude - 4** 

**Attitude by Origin - 2** 

**Attitude by Destination - 4** 

**Timeliness - 3** 

**Timeliness at Origin - 1** 

**Timeliness at Destination - 5** 

**Racial Tension - 1** 

**Drinking - 1** 

**Bad or Missing Information - 2** 

Poor communications - 1

#### SHIPMENT VOLUME BY CHANNEL

<b>REGION</b>	<b>SHIPMENTS</b>	<u>REGION</u>	<b>SHIPMENTS</b>
FL-D1	64	FL-D10	321
FL-D2	105	FL-D11	63
FL-D3	23	FL-D12	118
FL-D4	18	FL-I1	2
FL-D5	52	FL-I2	56
FL-D6	163	FL-I3	28
FL-D7	17	FL-I4	13
FL-D8	45	FL-I5	25
FL-D9	93		

### SHIPMENT VOLUME BY CHANNEL

<b>REGION</b>	<b>SHIPMENTS</b>	<u>REGION</u>	<b>SHIPMENTS</b>
NC-D1	67	NC-D10	170
NC-D2	168	NC-D11	105
NC-D3	48	NC-D12	123
NC-D4	12	NC-D13	85
NC-D5	100	NC-I1	14
NC-D6	177	NC-I2	226
NC-D7	52	NC-I3	31
NC-D8	62	NC-I4	3
NC-D9	117	NC-I5	26

#### SHIPMENT VOLUME BY CHANNEL

<b>REGION</b>	<b>SHIPMENTS</b>	<u>REGION</u>	<b>SHIPMENTS</b>
SC-D1	28	SC-D10	72
SC-D2	17	SC-D11	30
SC-D3	16	SC-D12	64
SC-D4	6	SC-D13	20
SC-D5	25	SC-I1	2
SC-D6	69	SC-I2	46
SC-D7	9	SC-I3	12
SC-D8	25	SC-I4	0
SC-D9	59	SC-I5	11